- 1) Enable document Viewer plugin
- 2) Create Application Issue Management
- 3) Create table issues (inherit from task)

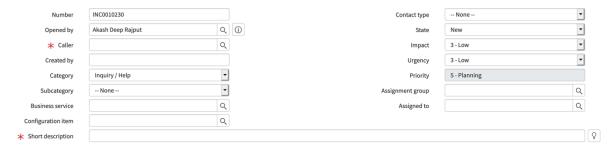
caller_id	Reference (user)			
category	Choice			
	Software			
	Hardware			
	Network			
	Database			
	Admin			
	General inquiry			
child_issuess	Integer			
close_code	Choice			
	Solved (Work Around)			
	Solved (Permanently)			
	Solved Remotely (Work Around)			
	Solved Remotely (Permanently)			
	Not Solved (Not Reproducible)			
	Not Solved (Too Costly)			
	Closed/Resolved by Caller			
reopened_time	Date/Time			
reopened_by	Reference			
hold_reason	Choice			
	Awaiting response from customer			
	Awaiting response from vendor			
parent_issues	Reference			
problem_id	Reference			
reopen_count	Integer			
resolved_at	Date/Time			
resolved_by	Reference			
Subcategory (Choice			
depend on				
category)				

Contract end	Date	
date		

Subcategory values as below:

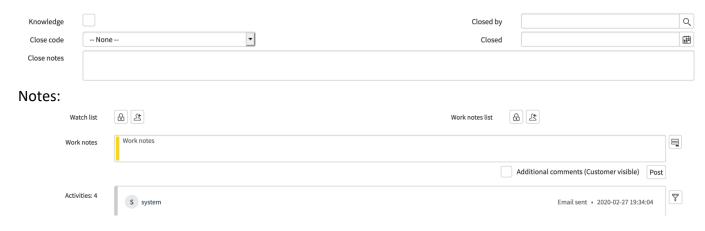
Dependent value	Value	
inquiry	antivirus	
hardware	cpu	
database	db2	
network	dhcp	
hardware	disk	
network	dns	
inquiry	email	
software	email	
inquiry	internal application	
network	ip address	
hardware	keyboard	
hardware	memory	
hardware	monitor	
hardware	mouse	
database	sql server	
software	os	
database	oracle	
network	vpn	
network	wireless	

Create form Layout like below:



Also, create Form sections as below:

Closure Information:



Create table: issue task:

Issues	Reference(issue table)	

Create App Menus: (apply necessary logic in these Menus)

Create New Issue
All open issues
Issues assigned to me
Issues assigned to my group
All Issues
All Open issues – unassigned
Resolve issues

Personalized list layout containing imp fields:

Number, caller, short description, description, priority, state, category, subcategory, assignment group, assigned to, updated, create, updated by, created by